## Exhibit I

## REDACTED VERSION OF DOCUMENT SOUGHT TO BE SEALED

Printed by: Ben Simon Tags: Inbox
Date: Friday, October 5th 2018, 10:36:47 AM -07:00 PDT Subject: Re: Your receipt from Apple. From: Ben Simon via help@downdogapp.com <help@downdogapp.com> To:</help@downdogapp.com>
Hi ,
There's no way for me to refund the Apple charge, but I can refund the \$29.99 charge made through our website. Let me know if you'd like me to do that, as well as which email you'd like to use for your account going forward.
You can follow these instructions to cancel your subscription through Apple: <a href="https://support.apple.com/en-us/HT202039">https://support.apple.com/en-us/HT202039</a>
Thanks, Ben
On Fri, Oct 5, 2018 at 09:19 am, wrote:
Hi Ben,
Thanks for your help!
I wrote to apple and they said that 'my purchase is NOT available for refund'.
Sooo could I get a refund for the purchase I made under my
Thanks for your help with this!
On Oct 4, 2018, at 7:47 PM, Ben Simon < help@downdogapp.com > wrote:
Hi <b>Table 1</b>
It looks like you accidentally created two accounts - one under this email and one with the Apple subscription was purchased while logged in with your hotmail account, and the promo was purchased with your @me.con account.
Unfortunately Apple gives us no way to manage or refund purchases made through them, so you'll have to contact Apple customer support to get a refund. I can also merge your two Down Dog accounts if you let me know which email address you prefer.
Thanks, Ben
On Thu, Oct 4, 2018 at 11:40 am, wrote:
hi
i got charged twice for renewing my subscription.
meaning you were running a 'pro-mo' to renew at \$30 (i think that was the price) so i renewed early

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And then this morning i got the email that i had been charged AGAIN.

please tell me how to resolve this!

i really love your app and use it almost daily!

thank u!!

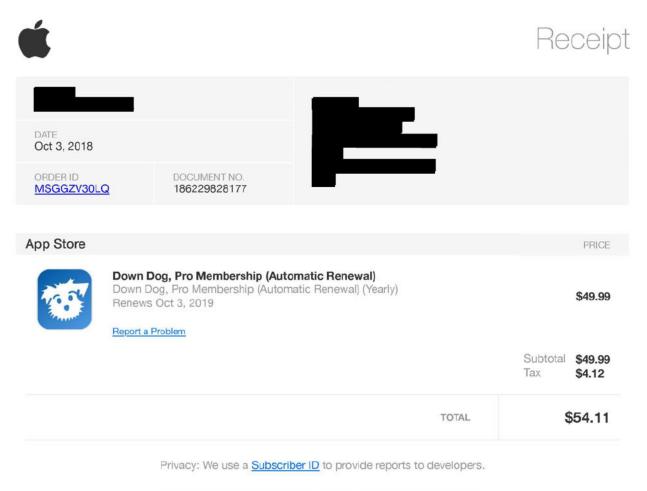


Begin forwarded message:

From: Apple <<u>no reply@email.apple.com</u>>
Date: October 3, 2018 at 20:47:42 EDT

To:

Subject: Your receipt from Apple.



Get help with subscriptions and purchases. Visit Apple Support.

Learn how to manage your password preferences for iTunes, Apple Books, and App Store purchases.

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